

**ABSTRACT OF THE DISCLOSURE**

A respective agent platform in network elements and producer-specific agents that are installed directly on platform or by way of agent proxies of agent providers are disclosed. The agents then receive raw information on arising operating errors by way of a defined interface of the agent platform, and, together with producer-specific information on the respective terminals or types of terminal that are known only to the respective producer, form corresponding compressed decision information for evaluating cases of error and/or for optimising reconfiguration decisions. The agents then provide the information for the network element or the network operator and/or the agent provider or the terminal producer, via the defined interface. This leads to a higher reliability of the interoperability of terminals and network elements in mobile radio networks including reconfigurable terminals.